

April 2, 2012

Via ECFS

Marlene H. Dortch Secretary **Federal Communications Commission** 445 12th Street, S.W. Washington, D.C. 20554

> Re: Alaska Communications Eligible Telecommunications Carrier Annual Report and Certifications (Alaska) WC Docket No. 10-90

Dear Ms. Dortch:

On behalf of Alaska Communications Local Exchange Companies and pursuant to Section 54.313 of the Commission's rules, enclosed please find the Eligible Telecommunications Carrier Annual Reports and Certifications ("Annual Report") relating to ACS of Alaska, Inc., ACS of Anchorage, Inc., ACS of Fairbanks, Inc., and ACS of the Northland, Inc. designation as eligible telecommunications carriers.

If you have any questions regarding this filing, please contact me.

Sincerely, **Alaska Communications**

Manager, Regulatory Affairs



April 2, 2012

Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501

RE: Annual ETC Report in Compliance with 3 AAC 53.460

Dear Commissioners:

ACS of the Northland, Inc. hereby transmits its Annual ETC Report in compliance with 3 AAC 53.460.

If you have any questions, please contact Robert Foote-Jones, Associate Regulatory Compliance Analyst, at 564-3230 or myself at 297-3130.

Sincerely,

ACS of the NORTHLAND, INC.

Lisa Phillips

Manager, Regulatory Affairs

Attachments



ACS of the Northland, Inc. (ACS-N) **CPCN#359**

3 AAC 53.460(a)(1): An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes:

(A): Maps detailing progress towards meeting network deployment targets.

ACS-N, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(B): The amount of Universal Service Support received:

| Study Area Name | <u>HCLS</u> | <u>ICLS</u> | <u>LS</u> | SNA | TOTAL | <u>Lifeline</u> & LinkUp | <u>State</u> Support |
|---------------------|-------------|-------------|-------------|-----|--------------|-----------------------------|-------------------------|
| ACS-N-Glacier State | \$4,531,776 | \$5,023,875 | \$606,432 | | \$10,162,083 | \$358,411 | \$79,935 |
| ACS-N-Sitka | \$10,464 | \$1,222,881 | \$1,922,112 | | \$3,155,457 | \$135,881 | \$30,314 |
| Total for 2011 | \$4,542,240 | \$6,246,756 | \$2,528,544 | | \$13,317,540 | \$494,292 | \$110,249 |

(C): An explanation of how Universal Service Support was used in the previous year to improve service quality, coverage, or capacity.

ACS-N, in both its Study Areas, employs Universal Service Support funds received to purchase, upgrade, and maintain its facilities, and to continue to reduce local rates.

(D): An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas.

ACS-N, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(E): An explanation of any revisions to the previously filed network deployment plan.

ACS-N, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

ACS of the Northland, Inc. (ACS-N) CPCN# 359

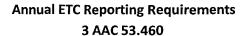
3 AAC 53.460(a)(3): An explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service.

ACS-N provides service throughout its ETC serving area to all customers requesting service, subject to facility availability. ACS-N works with its customers to extend facilities where feasible.

3 AAC 53.460(a)(4): The number of complaints to the commission or the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area.

| | Glacier State Study Area | Sitka/Bush Study Area |
|-------------------------|--------------------------|-----------------------|
| Total Complaints | 0 | 0 |
| Total Lines* | 38,407 | 11,300 |

^{*} Total lines as of December 31, 2011





ACS of the Northland, Inc. (ACS-N) **CPCN#359**

3 AAC 53.460(a)(7): Copies of any outage reports mandated by the commission or the Federal Communications Commission.

ACS-N had seven outage reports to file for 2011 at the Regulatory Commission of Alaska.

3 AAC 53.460(a)(8): A certification that the common carrier complies with 3 AAC 53.10(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier, including a calling plan with at least 500 free minutes of local usage per month.

As the incumbent local exchange carrier in its study areas, ACS-N is exempted from this requirement.

3 AAC 53.460(a)(9): Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

ACS-N ran advertisements in its serving area regarding the availability of supported services in June 2011.

Initial Certification Statement of Compliance with 3 AAC 53.410(a)(7), (16), and (17) ACS of the Northland, Inc. CPCN# 359

ACS of the Northland, Inc., in compliance with 3 AAC 53.410(a)(7), commits to provide service on a timely basis to customers requesting service throughout its ETC study area using its own facilities or a combination of its own facilities and resale in according with its network deployment plan filed under 3 AAC 53.420 and revised annually under 3 AAC 53.460(a)(1).

In any instances where ACS of the Northland, Inc. is unable to fulfill a customer request for service, ACS of the Northland, Inc. commits to file this data annually under 3 AAC 53.460(a)(3).

ACS of the Northland, Inc., in compliance with 3 AAC 53.410(a)(16), acknowledges that it may be required to provide equal access to long distance carriers if no other ETC provides equal access within the ETC service area.

ACS of the Northland, Inc., in compliance with 3 AAC 53.410(a)(17), regarding universal service support for high-cost areas, commits to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the ETC service area from which the support was derived.

I, Amy Gardner, Vice President of Revenue Assurance for ACS of the Northland, Inc., certify that, to the best of my knowledge, these statements are true for the calendar year 2011.

Amy Gardner

VP, Revenue Assurance

Certification Statement of Compliance with 3 AAC 53.460(6) ACS of the Northland, Inc. CPCN# 359

ACS of the Northland, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations.

ACS of the Northland, Inc. maintains a minimum of eight (8) hours of backup power in order to ensure functionality without local AC commercial power.

ACS of the Northland, Inc. has established, to the extent feasible, the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations.

ACS of the Northland, Inc. has established procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of telecommunications services.

I, Chris Burns, Vice President of Field Operations for ACS of the Northland, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Chris Burns

VP, Field Operations

Date²

Certification Statement of Compliance with 3 AAC 53.460(3) and 3 AAC 53.460(5) ACS of the Northland, Inc. CPCN# 359

ACS of the Northland, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the applicable consumer protection and service quality standards as set out in 3 AAC 53.450.

ACS of the Northland, Inc. maintains multiple business offices within its ETC service area, with its main branch located at 600 36th Avenue, Anchorage, AK. These offices are staffed during Commission business hours with personnel who can assist customers with their service needs and who represent the carrier. ACS of the Northland, Inc. also maintains a local and a toll-free number by which customers may reach personnel for assistance with their service needs.

ACS of the Northland, Inc. maintains consumer complaint procedures on their website for access by customers. Consumers may go to http://www.alaskacommunications.com and access our Frequently Asked Questions, or use a web-form to contact ACS of the Northland, Inc. directly with a specific question.

ACS of the Northland, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), provided service throughout its ETC serving area to all customers requesting service, whenever possible.

Any instances where requested service was not provided have been detailed in this Annual ETC filing, as required by 3 AAC 53.460(3).

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS of the Northland, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2010.

Marla Thompson

VP, Consumer Sales & Service



Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of a recent service outage. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Tenakee Springs

Dates:

June 16, 2011: Outage Identified & Resolved

Problem:

Approximately 130 customers without dial tone.

Cause:

A cable was omitted during a battery replacement procedure causing an

open in the feed to the central office.

Subscribers:

132

Solution:

Technicians traveled to the site, corrected the cabling, and cleared all

alarms.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Karli Kay



Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of a recent service outage. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Port Heiden

Dates:

June 28, 2011: Outage Identified

July 2, 2011:

Outage Resolved

Problem:

97 subscribers without service

Cause:

Community-wide commercial power outage

Subscribers:

97

Solution:

Upon restoral of commercial power, there was a failure within the switch

resulting in degraded service. The switch was restored remotely.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Karli Kay



Dear Commissioners:

RE: **Network Outage Notification**

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of a recent service outage. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Yakutat

Dates:

June 21, 2011: Outage Identified & Resolved

Problem:

200 lines without dial tone.

Cause:

A construction crew from another company cut a 200 pair cable that was

providing service to a number of agencies, including the Yakutat Airport.

Subscribers:

200

Solution:

The company that cut the cable flew in their own splicing technicians to

complete repairs and restore service.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

February 28, 2011



Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501-3469

Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of a recent service outage. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Port Protection

Dates:

February 20, 2011: Outage Identified

February 22, 2011: Outage Resolved

Problem:

Approximately 40 customers without dial tone.

Cause:

Power outage that depleted battery reserves and rendered the DMS-10

inoperable until an on-site restoral of the device.

Subscribers:

40

Solution:

A fire damaged power to the Central Office, and the battery backup was depleted. An ACS technician traveled to the area on February 21st and secured temporary use of a generator from a local resident. However, the DMS-10, providing access to local and long distance service, was not

restored until February 22nd by a separate technician.

If additional information is necessary, please contact me at (907) 297-3130.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Lisa Phillips

Manager, Regulatory Affairs



Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of recent service outages. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Klawock

Dates:

April 27, 2011 5:40 AM: Outage Identified

April 28, 2011 10:30 AM: Outage Resolved

Problem:

Customers reporting no dial tone

Cause:

Equipment fault

Subscribers:

Approximately 450

Solution:

A transport issue was resolved by the LD carrier, and ACS equipment

was restored without intervention. Technicians are currently working to

determine the cause of the outage, as it is not known at this time.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Karli Kay



Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of recent service outages. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Pilot Point

Dates:

April 11, 2011 9:09 AM: Outage Identified

April 12, 2011 2:30 PM: Outage Resolved

Problem:

No local or long distance service available

Cause:

A power outage in the area damaged equipment, including the DMS-10.

Subscribers:

Approximately 94

Solution:

A technician traveled to the site to restore damaged equipment and reset

the switch.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Karli Kay



Dear Commissioners:

RE: Network Outage Notification

Pursuant to 3 AAC 52.320(b), ACS of the Northland, Inc. ("ACS-N") submits this notification of a recent service outage. The following format is consistent with other service outages reported by ACS and serves as notification pursuant to 3 AAC 52.320(b).

Exchange:

Gustavus

Dates:

June 21, 2011: Outage Identified

June 23, 2011: Service Restored June 29, 2011: Outage Resolved

Problem:

31 customers without dial tone.

Cause:

Trunk/Span Errors

Subscribers:

89

Solution:

Service was restored on the 23rd on one span while technicians continued to troubleshoot the second span. After some equipment replacement and provisioning changes, technicians fully restored the

spans on the 29th.

If additional information is necessary, please contact me at (907) 564-3230.

Sincerely,

ALASKA COMMUNICATIONS SYSTEMS

Karli Kay

If you're eligible for Lifeline, Alaska Communications has you covered.

\$1 per month basic wireline or wireless service.

With Lifeline wireless, get unlimited talk in Alaska Communications' Lifeline service area, Nationwide text and a free phone all for just \$1 a month.

Lifeline Plan includes:

A one-time Link-up service discount for basic wireline home phone or wireless service Alaska Communications best-in-class services at a reduced rate Free and affordable phones available for wireless Lifeline customers

Depending on where you live, and if you're a qualified recipient of a public assistance program or meet household income level requirements, you may be eligible for Alaska Communications Lifeline service. Only one Lifeline service is allowed per household. Taxes and fees apply.





Lifeline service not available in all areas. Subject to local taxes & fees. Service is based on ACS Lifeline network coverage areas. ACS companies are eligible telecommunications carriers and provide basic phone Lifeline and Link-up service in the Alaska Communications' Lifeline service area served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., and ACS of Northland, Inc. ACS Wireless, Inc. can also provide wireless Lifeline and Link-up service in the areas served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., ACS of Alaska, Inc., ACS of Northland, Inc., Glacier State, Alaska Telephone Company, Inc., Copper Valley Telephone Cooperative, Inc., Ketchikan Public Utilities and Matanuska Telephone Association.

AFFIDAVIT OF PUBLICATION

STATE OF ALASKA THIRD JUDICIAL DISTRICT

Hope Bauman being first duly sworn on oath deposes and says that he is a representative of the Anchorage Daily News, a daily newspaper. That said newspaper has been approved by the Third Judicial Court, Anchorage, Alaska, and it now and has been published in the English language continually as a daily newspaper in Anchorage, Alaska, and it is now and during all said time was printed in an office maintained at the aforesaid place of publication of said newspaper. That the annexed is a copy of an advertisement as it was published in regular issues (and not in supplemental form) of said newspaper on

Thursday June 30, 2011

and that such newspaper was regularly distributed to its subscribers during all of said period. That the full amount of the fee charged for the foregoing publication is not in excess of the rate charged private individuals.

Signed ATPLE Pallman

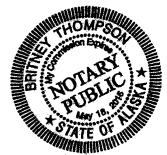
Subscribed and sworn to before

me this 30 day of June

Notary Public in and for The State of Alaska.

Third Division
Anchorage, Alaska
MY COMMISSION EXPIRES

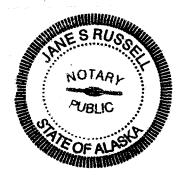
5-18-2015



PUBLISHER'S AFFIDAVIT

UNITED STATES OF AMERICA, STATE OF ALASKA ss:

| Denise Reece being first duly |
|---|
| sworn, on oath deposes and says: |
| That I am and was at all times here |
| in this affidavit mentions, Supervisor of |
| Legals of the Peninsula Clarion, a news- |
| paper of general circulation and published |
| at Kenai, Alaska, that the |
| If You're Eligible for Lifeline |
| |
| a printed copy of which is hereto annexed was |
| published in said paper one each and |
| every day for one successive and |
| consecutive <u>day</u> in the issues on the |
| following dates: |
| June 30, 2011 |
| |
| x Denise Reice |
| SUBSCRIBED AND SWORN to me before |
| his 14th day of July , 2011 |
| Cane Russell |
| NOTARY PUBLIC in favor for the |
| State of Alaska. |
| My Commission expires 26-Aug-12 |



Publisher's Affidavit

UNITED STATES OF AMERICA

State of Alaska

SS:

dates:

I, the undersigned, being first duly sworn, depose and say: I am Editor or Publisher of the Kodiak Daily Mirror, a daily newspaper published in Kodiak, Third Judicial Division, State of Alaska, and that the annexed printed notice was published in said newspaper in issues of the following

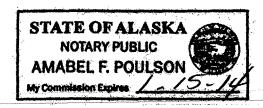
| 6 /30/2011 |
|---------------------------------------|
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| |
| x 1.Ellans |
| Signature of Editor or Publisher |
| SUBSCRIBED AND SWORN to before |
| me this 19th day of July ,20// |
| Canol S Bal |
| NOTARY PUBLIC in and for the State of |
| Alaska. |
| My Commission expires $3/1/3$ |



Affidavit of Publication

STATE OF ALASKA

My commission expires





April 2, 2012

Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501

RE: Annual ETC Report in Compliance with 3 AAC 53.460

Dear Commissioners:

ACS of Fairbanks, Inc. hereby transmits its Annual ETC Report in compliance with 3 AAC 53.460.

If you have any questions, please contact Robert Foote-Jones, Associate Regulatory Compliance Analyst, at 564-3230 or myself at 297-3130.

Sincerely,

ACS of FAIRBANKS, INC.

Lisa\Phillips

Manager, Regulatory Affairs

Attachments

ACS of Fairbanks, Inc. (ACS-F) CPCN# 117

3 AAC 53.460(a)(1): An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes:

(A): Maps detailing progress towards meeting network deployment targets.

ACS-F, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(B): The amount of Universal Service Support received:

| Study Area <u>Name</u> | <u>HCLS</u> | <u>ICLS</u> | <u>LS</u> | <u>SNA</u> | TOTAL | <u>Lifeline</u> <u>& LinkUp</u> | State Support |
|---------------------------|-------------|-------------|-----------|------------|-------------|--|------------------|
| ACS-Fairbanks | \$12,048 | \$1,967,487 | \$484,320 | | \$2,463,855 | \$92,196 | \$23,153 |

(C): An explanation of how Universal Service Support was used in the previous year to improve service quality, coverage, or capacity.

ACS-F employs Universal Service Support funds received to purchase, upgrade, and maintain its facilities, and to continue to reduce local rates.

(D): An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas.

ACS-F, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(E): An explanation of any revisions to the previously filed network deployment plan.

ACS-F, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

ACS of Fairbanks, Inc. (ACS-F) CPCN# 117

3 AAC 53.460(a)(3): An explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service.

ACS-F provides service throughout its ETC serving area to all customers requesting service, subject to facility availability. ACS-F works with its customers to extend facilities where feasible.

3 AAC 53.460(a)(4): The number of complaints to the commission of the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area.

| | Fairbanks Study Area | | | | |
|-------------------------|----------------------|--|--|--|--|
| Total Complaints | 1 | | | | |
| Total Lines* | 19,931 | | | | |
| | | | | | |

^{*} Total lines as of December 31, 2011

ACS of Fairbanks, Inc. (ACS-F) CPCN# 117

3 AAC 53.460(a)(7): Copies of any outage reports mandated by the commission or the Federal Communications Commission.

ACS-F has no outage reports to file for 2010.

3 AAC 53.460(a)(8): A certification that the common carrier complies with 3 AAC 53.10(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier, including a calling plan with at least 500 free minutes of local usage per month.

As the incumbent local exchange carrier in its study area, ACS-F is exempted from this requirement.

3 AAC 53.460(a)(9): Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

ACS-F ran advertisements in its serving area regarding the availability of supported services in October 2010.

Initial Certification Statement of Compliance with 3 AAC 53.410(a)(7), (16), and (17) ACS of Fairbanks, Inc. CPCN# 117

ACS of Fairbanks, Inc., in compliance with 3 AAC 53.410(a)(7), commits to provide service on a timely basis to customers requesting service throughout its ETC study area using its own facilities or a combination of its own facilities and resale in according with its network deployment plan filed under 3 AAC 53.420 and revised annually under 3 AAC 53.460(a)(1).

In any instances where ACS of Fairbanks, Inc. is unable to fulfill a customer request for service, ACS of Fairbanks, Inc. commits to file this data annually under 3 AAC 53.460(a)(3).

ACS of Fairbanks, Inc., in compliance with 3 AAC 53.410(a)(16), acknowledges that it may be required to provide equal access to long distance carriers if no other ETC provides equal access within the ETC service area.

ACS of Fairbanks, Inc., in compliance with 3 AAC 53.410(a)(17), regarding universal service support for high-cost areas, commits to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the ETC service area from which the support was derived.

I, Amy Gardner, Vice President of Revenue Assurance for ACS of Fairbanks, Inc., certify that, to the best of my knowledge, these statements are true for the calendar year 2011.

Amy Gardner

VP, Revenue Assurance

Certification Statement of Compliance with 3 AAC 53.460(3) and 3 AAC 53.460(5) ACS of Fairbanks Inc. CPCN# 117

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ACS of Fairbanks, Inc. maintains consumer complaint procedures on their website for access by customers. Consumers may go to http://www.alaskacommunications.com and access our Frequently Asked Questions, or use a web-form to contact ACS of Fairbanks, Inc. directly with a specific question.

ACS of Fairbanks, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), provided service throughout its ETC serving area to all customers requesting service, whenever possible.

Any instances where requested service was not provided have been detailed in this Annual ETC filing, as required by 3 AAC 53.460(3).

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS of Fairbanks, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Marla Thompson

VP, Consumer Sales & Service

Certification Statement of Compliance with 3 AAC 53.460(6) ACS of Fairbanks, Inc. CPCN# 117

ACS of Fairbanks, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations.

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ACS of Fairbanks, Inc. has established, to the extent feasible, the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations.

ACS of Fairbanks, Inc. has established procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of telecommunications services.

I, Chris Burns, Vice President of Field Operations for ACS of Fairbanks, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Chris Burns

VP, Field Operations

If you're eligible for Lifeline, Alaska Communications has you covered.

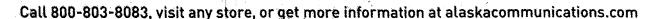
\$1 per month basic wireline or wireless service.

With Lifeline wireless, get unlimited talk in Alaska Communications' Lifeline service area, Nationwide text and a free phone all for just \$1 a month.

Lifeline Plan includes:

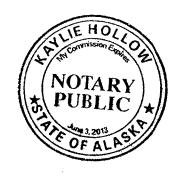
A one-time Link-up service discount for basic wireline home phone or wireless service Alaska Communications best-in-class services at a reduced rate Free and affordable phones available for wireless Lifeline customers

Depending on where you live, and if you're a qualified recipient of a public assistance program or meet household income level requirements, you may be eligible for Alaska Communications Lifeline service. Only one Lifeline service is allowed per household. Taxes and fees apply.





Lifeline service not available in all areas. Subject to local taxes & fees. Service is based on ACS Lifeline network coverage areas. ACS companies are eligible telecommunications carriers and provide basic phone Lifeline and Link-up service in the Alaska Communications' Lifeline service area served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., ACS of Alaska, Inc., and ACS of Northland, Inc. ACS Wireless, Inc. can also provide wireless Lifeline and Link-up service in the areas served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., ACS of Alaska, Inc., ACS of Northland, Inc., Glacier State, Alaska Telephone Company, Inc., Copper Valley Telephone Cooperative, Inc., Ketchikan Public Utilities and Matanuska Telephone Association.



AFFIDAVIT OF PUBLICATION

6/39/11

VITRO AGENCY

| UNITED STATES OF AMERICA STATE OF ALASKA FOURTH DISTRICT | | SS. |
|--|---|-----|
| FOURTH DISTRICT | J | |

Before me, the undersigned, a notary public, this day personally appeared Marena Burnell, who, being first duly sworn, according to law, says that he/she is an Advertising Clerk of the Fairbanks Daily News-Miner, a newspaper (i) published in newspaper format, (ii) distributed daily more than 50 weeks per year, (iii) with a total circulation of more than 500 and more than 10% of the population of the Fourth Judicial District, (iv) holding a second class mailing permit from the United States Postal Service, (v) not published primarily to distribute advertising, and (vi) not intended for a particular professional or occupational group. The advertisement which is attached is a true copy of the advertisement published in said paper on the following day(s):

| ACS | |
|----------------------|---|
| 63 i | · . |
| LIFELINE 234784 | 40383448 |
| | |
| rate charged private | ged thereon is not excess of the individuals, with the usual |
| discounts. | anna pun |
| | rn to before me on this 19 day |
| ofJuly, 20 | |
| • | Ц |

My commission expires June 3, 2013

Notary Public in and for the State Alaska.

AFFIDAVIT OF PUBLICATION

STATE OF ALASKA THIRD JUDICIAL DISTRICT

Hope Bauman being first duly sworn on oath deposes and says that he is a representative of the Anchorage Daily News, a daily newspaper. That said newspaper has been approved by the Third Judicial Court, Anchorage, Alaska, and it now and has been published in the English language continually as a daily newspaper in Anchorage, Alaska, and it is now and during all said time was printed in an office maintained at the aforesaid place of publication of said newspaper. That the annexed is a copy of an advertisement as it was published in regular issues (and not in supplemental form) of said newspaper on

Thursday June 30, 2011

and that such newspaper was regularly distributed to its subscribers during all of said period. That the full amount of the fee charged for the foregoing publication is not in excess of the rate charged private individuals.

Subscribed and sworn to before

Notary Public in and fo

The State of Alaska. Third Division Anchorage, Alaska MY COMMISSION EXPIRES





April 2, 2012

Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501

Annual ETC Report in Compliance with 3 AAC 53.460 RE:

Dear Commissioners:

ACS of Anchorage, Inc. hereby transmits its Annual ETC Report in compliance with 3 AAC 53,460.

If you have any questions, please contact me at 297-3130.

Sincerely,

ACS of ANCHORAGE, INC.

Lisa Phillips

Manager, Regulatory Affairs

Attachments



ACS of Anchorage, Inc. (ACS-ANC) CPCN# 120

3 AAC 53.460(a)(1): An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes:

(A): Maps detailing progress towards meeting network deployment targets.

ACS-ANC, as the incumbent location exchange carrier (ILEC), was a Carrier of Last Resort until August, 2011, when R-08-003 regulations went into effect and was exempt from this requirement pursuant to 3 AAC 53.460(c). As the ILEC, ACS-ANC does not believe that it should have to file this information.

(B): The amount of Universal Service Support received:

| Study Area Name | <u>HCLS</u> | <u>ICLS</u> | <u>L</u> | <u>SNA</u> | TOTAL | <u>Lifeline</u> & LinkUp | <u>State</u> <u>Support</u> |
|-----------------|-------------|--------------|----------|------------|-------------|-----------------------------|--------------------------------|
| ACS-Anchorage | | \$ 2,505,981 | | | \$2,505,981 | \$247,971 | \$65,577 |

(C): An explanation of how Universal Service Support was used in the previous year to improve service quality, coverage, or capacity.

ACS-ANC employs Universal Service Support funds received to purchase, upgrade, and maintain its facilities, and to continue to reduce local rates.

(D): An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas.

ACS-ANC, as the incumbent location exchange carrier (ILEC), was a Carrier of Last Resort until August, 2011, when R-08-003 regulations went into effect and was exempt from this requirement pursuant to 3 AAC 53.460(c). As the ILEC, ACS-ANC does not believe that it should have to file this information.

(E): An explanation of any revisions to the previously filed network deployment plan.

ACS-ANC, as the incumbent location exchange carrier (ILEC), was a Carrier of Last Resort until August, 2011, when R-08-003 regulations went into effect and was exempt from this requirement pursuant to 3 AAC 53.460(c). As the ILEC, ACS-ANC does not believe that it should have to file this information.

3 AAC 53.460(a)(3): An explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service.

ACS-ANC provides service throughout its ETC serving area to all customers requesting service, subject to facility availability. ACS-ANC works with its customers to extend facilities where feasible.

3 AAC 53.460(a)(4): The number of complaints to the commission of the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area.

| | Anchorage Study Area |
|-------------------------|----------------------|
| Total Complaints | 2 |
| | 61,345 |
| Total Lines* | |

^{*} Total lines as of December 31, 2011

3 AAC 53.460(a)(7): Copies of any outage reports mandated by the commission or the Federal Communications Commission.

ACS-ANC has no outage reports to file for 2011.

3 AAC 53.460(a)(8): A certification that the common carrier complies with 3 AAC 53.10(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier, including a calling plan with at least 500 free minutes of local usage per month.

As the incumbent local exchange carrier in its study area, ACS-ANC is exempted from this requirement.

3 AAC 53.460(a)(9): Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

ACS-ANC ran advertisements in its serving area regarding the availability of supported services in June, 2011.



Initial Certification Statement of Compliance with 3 AAC 53.410(a)(7), (16), and (17) ACS of Anchorage, Inc. **CPCN# 120**

ACS of Anchorage, Inc., in compliance with 3 AAC 53.410(a)(7), commits to provide service on a timely basis to customers requesting service throughout its ETC study area using its own facilities or a combination of its own facilities and resale in according with its network deployment plan filed under 3 ÅAC 53.420 and revised annually under 3 AAC 53.460(a)(1).

In any instances where ACS of Anchorage, Inc. is unable to fulfill a customer request for service, ACS of Anchorage, Inc. commits to file this data annually under 3 AAC 53.460(a)(3).

ACS of Anchorage, Inc., in compliance with 3 AAC 53.410(a)(16), acknowledges that it may be required to provide equal access to long distance carriers if no other ETC provides equal access within the ETC service area.

ACS of Anchorage, Inc., in compliance with 3 AAC 53.410(a)(17), regarding universal service support for high-cost areas, commits to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the ETC service area from which the support was derived.

I, Amy Gardner, Vice President of Revenue Assurance for ACS of Anchorage, Inc., certify that, to the best of my knowledge, these statements are true for calendar year 2011.

Amv Gardner

VP, Revenue Assurance

Certification Statement of Compliance with 3 AAC 53.460(3) & 3 AAC 53.460(5) ACS of Anchorage, Inc. CPCN# 120

ACS of Anchorage, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the applicable consumer protection and service quality standards as set out in 3 AAC 53.450.

ACS of Anchorage, Inc. maintains multiple business offices within its ETC service area, with its main branch located at 600 36th Avenue, Anchorage, AK. These offices are staffed during Commission business hours with personnel who can assist customers with their service needs and who represent the carrier. ACS of Anchorage, Inc. also maintains a local and a toll-free number by which customers may reach personnel for assistance with their service needs.

ACS of Anchorage, Inc. maintains consumer complaint procedures on their website for access by customers. Consumers may go to http://www.alaskacommunications.com and access our Frequently Asked Questions, or use a web-form to contact ACS of Anchorage, Inc. directly with a specific question.

ACS of the Northland, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), provided service throughout its ETC serving area to all customers requesting service, whenever possible.

Any instances where requested service was not provided have been detailed in this Annual ETC filing, as required by 3 AAC 53.460(3).

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS of Anchorage, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Marla Thompson

VP, Consumer Sales & Service



Certification Statement of Compliance with 3 AAC 53.460(6) ACS of Anchorage, Inc. **CPCN# 120**

ACS of Anchorage, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations.

ACS of Anchorage, Inc. maintains a minimum of eight (8) hours of backup power in order to ensure functionality without local AC commercial power.

ACS of Anchorage, Inc. has established, to the extent feasible, the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations.

ACS of Anchorage, Inc. has established procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of telecommunications services.

I, Chris Burns, Vice President of Field Operations for ACS of Anchorage, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Chris Burns

VP, Field Operations

If you're eligible for Lifeline, Alaska Communications has you covered.

\$1 per month basic wireline or wireless service.

With Lifeline wireless, get unlimited talk in Alaska Communications' Lifeline service area, Nationwide text and a free phone all for just \$1 a month.

Lifeline Plan includes:

A one-time Link-up service discount for basic wireline home phone or wireless service Alaska Communications best-in-class services at a reduced rate Free and affordable phones available for wireless Lifeline customers

Depending on where you live, and if you're a qualified recipient of a public assistance program or meet household income level requirements, you may be eligible for Alaska Communications Lifeline service. Only one Lifeline service is allowed per household. Taxes and fees apply.



Call 800-803-8083, visit any store, or get more information at alaskacommunications.com

Lifeline service not available in all areas. Subject to local taxes & fees. Service is based on ACS Lifeline network coverage areas. ACS companies are eligible telecommunications carriers and provide basic phone Lifeline and Link-up service in the Alaska Communications' Lifeline service area served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., and ACS of Northland, Inc. ACS Wireless, Inc. can also provide wireless Lifeline and Link-up service in the areas served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., ACS of Alaska, Inc., ACS of Northland, Inc., Glacier State, Alaska Telephone Company, Inc., Copper Valley Telephone Cooperative, Inc., Ketchikan Public Utilities and Matanuska Telephone Association.

AFFIDAVIT OF PUBLICATION

STATE OF ALASKA THIRD JUDICIAL DISTRICT

Hope Bauman being first duly sworn on oath deposes and says that he is a representative of the Anchorage Daily News, a daily newspaper. That said newspaper has been approved by the Third Judicial Court, Anchorage, Alaska, and it now and has been published in the English language continually as a daily newspaper in Anchorage, Alaska, and it is now and during all said time was printed in an office maintained at the aforesaid place of publication of said newspaper. That the annexed is a copy of an advertisement as it was published in regular issues (and not in supplemental form) of said newspaper on

Thursday June 30, 2011

and that such newspaper was regularly distributed to its subscribers during all of said period. That the full amount of the fee charged for the foregoing publication is not in excess of the rate charged private individuals.

Signed ATPLE FOULAND

Subscribed and sworn to before

MY COMMISSION EXPIRES

me this 30 day of June

Notary Public in and for The State of Alaska. Third Division Anchorage, Alaska

5-18-2015





April 2, 2012

Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501

Annual ETC Report in Compliance with 3 AAC 53.460 RE:

Dear Commissioners:

ACS of Alaska, Inc. hereby transmits its Annual ETC Report in compliance with 3 AAC 53,460.

If you have any questions, please contact Robert Foote-Jones, Associate Regulatory Compliance Analyst, at 564-3230 or myself at 297-3130.

Sincerely,

ACS of ALASKA, INC.

Lisa Phillips

Manager, Regulatory Affairs

Attachments



ACS of Alaska, Inc. (ACS-AK) **CPCN# 251**

3 AAC 53.460(a)(1): An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes:

(A): Maps detailing progress towards meeting network deployment targets.

ACS-AK, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(B): The amount of Universal Service Support received:

| | | | | | | <u>Lifeline</u> | <u>State</u> |
|------------------|-------------|-------------|-----------|------------|--------------|---------------------|----------------|
| Study Area Name | <u>HCLS</u> | <u>ICLS</u> | <u>LS</u> | <u>SNA</u> | <u>TOTAL</u> | <u>& LinkUp</u> | <u>Support</u> |
| ACS-AK-Juneau | | \$467,478 | \$612,924 | | \$1,110,766 | \$30,364 | \$9,014 |
| ACS-AK-Greatland | | \$106,920 | \$267,408 | 1 | \$374,8640 | \$536 | \$84 |
| 2011 Total | | \$574,398 | \$880,332 | | \$4,859,406 | \$30,900 | \$9,098 |

(C): An explanation of how Universal Service Support was used in the previous year to improve service quality, coverage, or capacity.

ACS-AK employs Universal Service Support funds received to purchase, upgrade, and maintain its facilities, and to continue to reduce local rates.

(D): An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas.

ACS-AK, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

(E): An explanation of any revisions to the previously filed network deployment plan.

ACS-AK, as a Carrier of Last Resort, is exempted from this requirement pursuant to 3 AAC 53.460(c).

ACS of Alaska, Inc. (ACS-AK) CPCN# 251

3 AAC 53.460(a)(3): An explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service.

ACS-AK provides service throughout its ETC serving area to all customers requesting service, subject to facility availability. ACS-AK works with its customers to extend facilities where feasible.

3 AAC 53.460(a)(4): The number of complaints to the commission of the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area.

| | Juneau Study Area | Greatland Study Area |
|------------------|-------------------|----------------------|
| Total Complaints | 0 | 0 |
| Total Lines* | 11,635 | 1,579 |

^{*} Total lines as of December 31, 2011



ACS of Alaska, Inc. (ACS-AK) **CPCN# 251**

3 AAC 53.460(a)(7): Copies of any outage reports mandated by the commission of the Federal Communications Commission.

ACS-AK has no outage reports to file for 2011.

3 AAC 53.460(a)(8): A certification that the common carrier complies with 3 AAC 53.10(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier, including a calling plan with at least 500 free minutes of local usage per month.

As the incumbent local exchange carrier in its study area, ACS-AK is exempted from this requirement.

3 AAC 53.460(a)(9): Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

ACS-AK ran advertisements in its serving area regarding the availability of supported services in October 2011.

Certification Statement of Compliance with 3 AAC 53.460(6) ACS of Alaska, Inc. CPCN# 251

ACS of Alaska, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations.

ACS of Alaska, Inc. maintains a minimum of eight (8) hours of backup power in order to ensure functionality without local AC commercial power.

ACS of Alaska, Inc. has established, to the extent feasible, the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations.

ACS of Alaska, Inc. has established procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of telecommunications services.

I, Chris Burns, Vice President of Field Operations for ACS of Alaska, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2011.

Chris Burns

VP, Field Operations

Date

Certification Statement of Compliance with 3 AAC 53.460(3) &3 AAC 53.460(5) ACS of Alaska, Inc. CPCN# 251

ACS of Alaska, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the applicable consumer protection and service quality standards as set out in 3 AAC 53.450.

ACS of Alaska, Inc. maintains multiple business offices within its ETC service area, with its main branch located at 600 36th Avenue, Anchorage, AK. These offices are staffed during Commission business hours with personnel who can assist customers with their service needs and who represent the carrier. ACS of Alaska, Inc. also maintains a local and a toll-free number by which customers may reach personnel for assistance with their service needs.

ACS of Alaska, Inc. maintains consumer complaint procedures on their website for access by customers. Consumers may go to http://www.alaskacommunications.com and access our Frequently Asked Questions, or use a web-form to contact ACS of Alaska, Inc. directly with a specific question.

ACS of Alaska, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), provided service throughout its ETC serving area to all customers requesting service, whenever possible.

Any instances where requested service was not provided have been detailed in this Annual ETC filing, as required by 3 AAC 53.460(3).

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS of Alaska, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2010.

Marla Thompson

VP, Consumer Sales & Service

Date

Initial Certification Statement of Compliance with 3 AAC 53.410(a)(7), (16), and (17) ACS of Alaska, Inc. CPCN# 251

ACS of Alaska, Inc., in compliance with 3 AAC 53.410(a)(7), commits to provide service on a timely basis to customers requesting service throughout its ETC study area using its own facilities or a combination of its own facilities and resale in according with its network deployment plan filed under 3 AAC 53.420 and revised annually under 3 AAC 53.460(a)(1).

In any instances where ACS of Alaska, Inc. is unable to fulfill a customer request for service, ACS of Alaska, Inc. commits to file this data annually under 3 AAC 53.460(a)(3).

ACS of Alaska, Inc., in compliance with 3 AAC 53.410(a)(16), acknowledges that it may be required to provide equal access to long distance carriers if no other ETC provides equal access within the ETC service area.

ACS of Alaska, Inc., in compliance with 3 AAC 53.410(a)(17), regarding universal service support for high-cost areas, commits to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the ETC service area from which the support was derived.

I, Amy Gardner, Vice President of Revenue Assurance for ACS of Alaska, Inc., certify that, to the best of my knowledge, these statements are true for the calendar year 2011.

Amy Gardner

VP, Revenue Assurance

Date

If you're eligible for Lifeline, Alaska Communications has you covered.

\$1 per month basic wireline or wireless service.

With Lifeline wireless, get unlimited talk in Alaska Communications' Lifeline service area, Nationwide text and a free phone all for just \$1 a month.

Lifeline Plan includes:

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Depending on where you live, and if you're a qualified recipient of a public assistance program or meet household income level requirements, you may be eligible for Alaska Communications Lifeline service. Only one Lifeline service is allowed per household. Taxes and fees apply.



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Lifeline service not available in all areas. Subject to local taxes & fees. Service is based on ACS Lifeline network coverage areas. ACS companies are eligible telecommunications carriers and provide basic phone Lifeline and Link-up service in the Alaska Communications' Lifeline service area served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., and ACS of Northland, Inc. ACS Wireless, Inc. can also provide wireless Lifeline and Link-up service in the areas served by ACS of Anchorage, Inc., ACS of Fairbanks, Inc., ACS of Alaska, Inc., ACS of Northland, Inc., Glacier State, Alaska Telephone Company, Inc., Copper Valley Telephone Cooperative, Inc., Ketchikan Public Utilities and Matanuska Telephone Association.

AFFIDAVIT OF PUBLICATION

STATE OF ALASKA THIRD JUDICIAL DISTRICT

Hope Bauman being first duly sworn on oath deposes and says that he is a representative of the Anchorage Daily News, a daily newspaper. That said newspaper has been approved by the Third Judicial Court, Anchorage, Alaska, and it now and has been published in the English language continually as a daily newspaper in Anchorage, Alaska, and it is now and during all said time was printed in an office maintained at the aforesaid place of publication of said newspaper. That the annexed is a copy of an advertisement as it was published in regular issues (and not in supplemental form) of said newspaper on

Thursday June 30, 2011

and that such newspaper was regularly distributed to its subscribers during all of said period. That the full amount of the fee charged for the foregoing publication is not in excess of the rate charged private individuals.

Signed MPE Pallman

Subscribed and sworn to before

me this 30 day of June

Notary Public in and for The State of Alaska.

Third Division
Anchorage, Alaska
MY COMMISSION EXPIRES

5-18-2015

Phillips, Lisa

From: Sent: Webmaster.RCA@alaska.gov Monday, April 02, 2012 3:44 PM

To:

Phillips, Lisa

Subject:

Thank you for your submittal.

importance:

High

The following filing has been received by the RCA:

Electronic Filing Tracking Number: EF1200453: ACS 2011 Cost Allocation Manual and Audit Report Submission Date: 4/2/2012 3:40:42 PM

Our Records and Filing staff will review the filing for technical compliance. You will receive another email notification when the filing is accepted for further Commission processing or rejected for technical problems, such as a corrupt or locked file. If the filing passes the review, it will be given a filing Tracking Number (example: TR0801234).

The filing will not be available on the RCA website until the review is complete.